



KING COUNTY

CUSTOMER SERVICE SPECIALIST II

FAMILY COURT OPERATIONS

KING COUNTY SUPERIOR COURT

Job Announcement: 06GF5991

Hourly Rate Range: \$16.23 - \$20.56

OPEN: 4/10/06 CLOSE: Open Continuous

WHO MAY APPLY: This position is open to all qualified applicants. This recruitment will be used to create a list of competitive candidates to fill similar vacancies that may occur throughout the year. King County Superior Court will retain **qualified** job applications for up to one year.

WHERE TO APPLY: Required forms and materials must be sent to: **Human Resources Department, King County Superior Court, 516 Third Avenue, KCC-SC-0203, Seattle, WA 98104**, or hand-delivered to the King County Superior Court Reception Desk, **Room C-912** at the above address. Please call (206) 296-9355 for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above will not be processed.

FORMS AND MATERIALS REQUIRED: A [Superior Court application form](http://www.metrokc.gov/kcsc/app.htm), resume and letter of interest detailing your background and describing how you meet or exceed the qualifications and primary job functions. **Only Superior Court application forms will be accepted.** Application forms are available in Room C-912, King County Courthouse in downtown Seattle, or Room 2D, Regional Justice Center in Kent. You can also download the form at <http://www.metrokc.gov/kcsc/app.htm>

WORK LOCATION: This position may be located either at the King County Courthouse in downtown Seattle, or at the Regional Justice Center in Kent. This position may require working at alternate King County Superior Court locations.

WORK SCHEDULE: This is a full-time position working 35 hours per week. Work schedule is Monday through Friday, 8:30 a.m. to 4:30 p.m.

PRIMARY JOB FUNCTIONS: Working for the following Family Court Operations Programs: Family Court Services, Family Law Facilitators, Unified Family Court, Dependency CASA and/or Adoption Service. The incumbent for this position will be responsible for handling a high volume telephone system; providing public and program information to attorneys, clients, court personnel and the public. Processing and routing incoming mail; maintaining schedules for staff and processing internal staff payroll; data entry, processing client authorization forms, legal file review and screening. Provide other office and team clerical support functions as assigned. This position will cross train to assist and backup in all Family Court Operations Programs.

QUALIFICATIONS: A high school diploma and two years clerical experience with high volume receptionist and clerical work. Good computer experience and working knowledge of various software applications including Word, Access and Excel are required. Must have court, legal or social service office experience. Must be able to communicate effectively with a wide range of people in a professional manner. Maintain good working relationships with staff members and

the public. Must be a team player with a demonstrated ability to multi-task and work in a fast-paced, stressful environment. Strong time management, organizational skills, attendance and punctuality are a requirement of this position.

SPECIAL REQUIREMENTS: Finalists must pass a criminal background check and reference check.